

**Decision, Analytics and Privacy Lead**  
**(Temporary, Part-time 0.5 FTE)**

The City of Kawartha Lakes Family Health Team's (CKLFHT) priorities are you and our patients. We provide patient care through a collaborative and team-oriented approach where work-life harmony is one of our core values. Your opinion matters on our team. We believe you should have a voice so that we can continually work together in providing the best care for our patients. We encourage a workplace where you can bring your authentic self and be able to have fun with the team, and still maintain our professional and clinical standards of care.

Your uniqueness is valued, and we want you to feel welcome. Come work alongside passionate, dedicated, and supportive colleagues who continually make a positive impact in the lives of our patients.

We are currently seeking a temporary, part-time Decision, Analytics and Privacy (DAP) Lead to join our team of dedicated and caring health care and administrative professionals.

As the DAP Lead, you will be integral to our organization's journey towards achieving excellence in data-driven decisions and data literacy, quality of program and service delivery, as well as strengthening our privacy-related functions. In this important role, you'll orchestrate the transformation of raw data from Telus PSS electronic medical record and other platforms into actionable insights, driving clinical and operational efficiency, supporting and initiating quality improvement related projects, and overall, play a key role in the planning and delivery of primary health care to our community. In other words, you will be our trusted analytics advisor with expertise to craft compelling narratives from complex datasets, and empowering teams with the knowledge needed to drive informed decision-making. Your strategic and operational insights will fuel innovation, collaboration, and a culture of continuous improvement.

Reporting to the Executive Director and as an integral member of the management team, you will be working closely with the Manager of Operations, and Quality Improvement and Decision Support Specialist (QIDSS). Your role will also include supporting CKLFHT communities of practice, our programs and services, affiliated physicians, and other stakeholders such as Ontario Health and Ministry of Health, community stakeholders and the Association for Family Health Teams of Ontario (AFHTO).

The following are high level functions for this role, but please note that though these functions comprise majority of your work, the list is not comprehensive:

**Data Analytics and Quality Improvement**

- a) Lead the development and sustainability of digital reporting solutions such as dashboards and reports, in partnership with end users ensuring the effective visualization of operational, business, and clinical results
- b) Conduct in-depth data analysis and blend data analysis results – from both available and derived data points – and qualitative subject matter expertise to collect observations, and insights and connect them to recommendations and discussions aimed at actioning sustainable performance results

- c) Collaborate and coach our team to properly identify, define, standardize, develop, and/or modify user requirements, including constraints/gaps as well as prioritization sequence
- d) Provide solutions that offer an enhanced user experience and user interface so that data is not just a tool, but a source of inspiration
- e) Remain up-to-date with technological and data visualization techniques allowing for the provision of expert advice and leadership in the translation and alignment of user requirements and organization direction into solutions
- f) Train and provide post-implementation support to end users ensuring needs are met, enabling a high adoption rate, and capturing future iteration ideas
- g) Act as a resource on day-to-day decision-making and improvement initiatives by collecting and analyzing data, and sharing identified insights in an easy-to-digest manner
- h) Apply strong analytical and problem-solving skills that support the ability to analyze situations and identify data quality issues, patterns, and options
- i) Use data modeling and business intelligence to support the CKLFHT work
- j) Develop, analyze and provide recommendations based on reported data to support CKLFHT quality improvement initiatives and business cases
- k) Provide critical analysis of performance data and generate actionable steps to quality improvement

### **Privacy Support**

The Decision, Analytics, and Privacy Lead will:

1. Support the CKLFHT's Privacy Officer in upholding our collective commitment to privacy by ensuring implementation of our privacy policies and procedures, in order to protect the personal health information held by the CKLFHT
2. Educate our staff and any others who collect, use or disclose personal health information on our behalf about their privacy responsibilities
3. Support CKLFHT's Privacy Officer in conducting chart reviews in compliance with CKLFHT policies
4. Act as the point-person for staff and physician contact in the absence of CKLFHT Privacy Officer

### **Education, Training and Experience:**

- Undergraduate degree in health informatics, computer science, industrial (systems) engineering or related field (Master's degree preferred or equivalent work experience)
- At least 2 to 3 years of experience in the healthcare system, privacy, statistics, dashboards, interpretation, reporting and analytics (qualitative and quantitative)
- Sound knowledge of performance improvement techniques and practices used in healthcare settings, process redesign and system implementation experience
- Experience working in an Electronic Health Records environment especially with TELUS Practice Solutions Suite
- Currency in applicable privacy and confidential policies and laws (including PHIPA)
- Knowledge of PIPEDA is an asset
- Working knowledge of primary health care
- Demonstrated interest in quality improvement
- Working knowledge of Apple-based products

### **Additional Requirements:**

- Criminal Records and Judicial Matters check or Vulnerable Sector screening (if applicable) that is acceptable to the CKLFHT
- Proof of current immunization in accordance with the most up-to-date Canadian Immunization Guide for Healthcare Workers in a form acceptable to the CKLFHT,
- Possess a valid driver's license, have regular access to a fully insured vehicle and be able to travel within the community
- Model the values and philosophy of the FHT

### **Skills and Qualities:**

- Strong aptitude for accuracy, detail, problem-solving and critical thinking
- Self-directed, with the ability to work independently and efficiently in a fast-paced environment
- Inquisitive and comfortable to respectfully challenge status-quo in the spirit of continuous improvement and achieving relevant CKLFHT goals
- Highly effective communication, presentation and interpersonal skills
- Proven ability to develop and maintain strong relationships with staff, physicians, funders and community partners
- Knowledge of trends, strategic frameworks, and advances in data and analytics capabilities

### **Compensation and Benefits:**

- Salary of up to \$75,000 annually (salary will be prorated to 0.5 FTE or 2.5 days per week);
- Benefits (80% employer/20% employee) - we offer a competitive health benefit package which includes Life, AD&D, Critical Illness, EAP and extended health and dental benefits from day one of employment; and
- Defined benefit pension through the Healthcare of Ontario Pension Plan (HOOPP).

**How to Apply:** Qualified applicants should forward their cover letter and resume to:

Kimberlee Smith, CHRL  
Human Resources Manager  
City of Kawartha Lakes Family Health Team,  
55 Angeline St. North, Lindsay, Ontario, K9V 5B7  
Fax: 705-328-9401; E-mail: [k.smith@cklfamilyhealthteam.com](mailto:k.smith@cklfamilyhealthteam.com)

### **Deadline for applications: Friday, October 04, 2024**

The CKLFHT supports diversity and is a workplace free from harassment and discrimination. We encourage applications from all qualified candidates, including women, visible minorities, Indigenous peoples, 2SLGBTQ+, and persons living with a disability. If you require a specific accommodation as part of the application process, please call 705-328-9853, ext. 249 or fax: 705-328-9401 or by email at [k.smith@cklfamilyhealthteam.com](mailto:k.smith@cklfamilyhealthteam.com) noting **Accessibility Inquiry** in the subject line.

We sincerely thank all applicants for their interest in our Family Health Team, however only those candidates selected to participate in the next steps of our recruitment process will be contacted.